

VIRTUAL FAMILY ASSISTANCE CENTER

WHAT IS THE VIRTUAL FAMILY ASSISTANCE CENTER (VFAC)?

The Bowser Administration established the Virtual Family Assistance Center (VFAC) to serve as a collaborative and streamlined system to engage with and assist individuals and families who have lost loved-ones to COVID-19. Trained professionals are providing support in a multitude of areas and ensure individuals receive the resources available to them during this difficult time.

WHAT SERVICES ARE PROVIDED?

VFAC staff are ready to provide a listening ear and connect individuals to needed District services and resources. These services include, but are not limited to:

- Burial and funeral assistance
- Delivery of food and other essential items
- Connection to vital records and other documents
- Connection to public benefits for food, employment, health insurance, and cash assistance
- Rental and utility assistance
- Mental health and grief support
- Support for seniors
- Support for students

HOW IS SOMEONE CONTACTED?

District staff reach out to next of kin after information is released from the Office of the Chief Medical Examiner. If the staffer does not reach someone, they will leave a message so the individual knows who to call back. **All information is kept confidential.** To request additional assistance for additional family members, visit coronavirus.dc.gov/gethelp or call **1-888-349-8323**.